



DISTRICT OF COLUMBIA CELLULAR AND LANDLINE TELEPHONE USAGE POLICY

PURPOSE

This policy is intended to minimize the District of Columbia Government's costs for landline and cell phone equipment and usage and to establish clear guidelines for distribution and use.

SCOPE

This policy applies to all agencies and all employees of the DC Government. As used in this policy, the terms "staff" and "staff member" include all DC Government employees.

Contractors performing services under contract with the District Government will not be issued DC Government cell phone equipment.

Contractor personnel required to use telecommunications devices, as part of their work, must obtain telecommunication devices from the contractor employer.

POLICY

Landlines and cell phones purchased by the DC Government are the sole property of the District Government and are provided to DC Government staff for their use in conducting District Government business.

Responsibility and Authority

Agency directors are responsible for the implementation of this policy. Each agency has a designated "agency telecommunications coordinator" (ATC) that will execute the policy, however the agency director is ultimately responsible for compliance.

Cellular Device Assignment

In determining which staff should receive cell phones, agency directors and ATC's must follow these principles:

- Each agency/program will incur the cost of buying and maintaining the cellular and landline phones
- Each Manager must justify and evaluate the use of both landline and wireless devices. It is encouraged that agency/program decides on either using landline or wireless device. Following are guidelines that can be used to determine assignment:
 - Staff who spends the majority of their time in their office, should not receive a cellular device,

- Staff who constantly fielding calls from the public, performs as the receptionist or in a similar position should be assigned a Landline only,
- Staff who do not spend the majority of their time in their offices, whose positions require immediate availability and /or are required at regular off-site work locations,
- Staff whose position requirements 24/7 availability and/or on-call off-site communications should be assigned a cellular device only,
- Staff designated to participate in the 'Telecommute' program should receive cellular devices only.
- Where applicable, agency directors and ATC's should consult with staff members' immediate supervisors in determining whether staff members meet the above criteria.

Selection of Cellular vendors and Cellular calling plans.

Cell phones must be purchased, using the RTS process, from one or more of the District's approved cellular vendors. Pricing for calling plans have been pre-negotiated by the Office of the Chief Technology Officer for city-wide use and cost savings with all approved cellular vendors. Plans must be selected by staff members' immediate supervisors, in consultation with agency directors/ATC's, based on the ultimate goal of minimizing District cellular costs.

Staff responsibility for use of cell phones, loss, damaged, and returned cell phones.

Staff must reimburse the DC Government for the value of all cellular devices and for phone use which result in:

- Charges billed that exceed the calling plan allowance,
- 411 calls that result in charges to the District,
- international call charges (not business related),
- long distance call charges (not business related),
- charges related to downloads (ringtones, wallpaper, games, etc),
- charges related to Picture messages (where applicable),
- Staff must also reimburse the DC Government for the value of lost and damaged cell phones and cell phones that are not returned when staff member leaves the employ of the agency.

Staff is not financially responsible for stolen cellular devices phones if the theft is reported to the Police and a copy of the police report is provided to management. If a staff member fails to document the theft with a police report, the phone will be deemed lost, and the staff member will be held financially responsible for the value of the device.

Staff responsibility for use of desk / landline phones

For landline, staff must reimburse the DC Government for:

- charges billed resulting from making 411 calls,
- charges billed for international charges (not business related), and,
- charges billed for Long distance charges (not business related).

Audit and collection

Agency directors are ultimately responsible for auditing and collecting reimbursement for over-plan use on landline and cellular device as well as the loss of cellular devices.

Reimbursement must be in the form of either a money order or personal check made payable to the DC Treasurer. Collections must occur at regular intervals. Directors may revoke landline and cell phone privileges for staff members who are more than ten (10) days delinquent in meeting their reimbursement responsibilities after they have been notified.

Guidelines for safe and cost-effective cellular devices and desk phone usage

Agencies must distribute guidelines to all staff that use District-provided cell phones and landlines to promote cost-effective use.

Such guidelines include but are not limited to the following points:

- *Landline and Cellular devices are used for D C Government business purposes only.* Personal Use is discouraged and the user will be liable for any chargers incurred due to personal use.
- *Know your limits.* Be aware of the monthly minute limit in your calling plan and keep track of your use to avoid exceeding the limits. (cellular devices)
- *Incoming calls can count against the plan.* Discourage personal calls unless urgent.
- *Cell-to-cell calls in some cases can count against the plan.* When you use your cell phone to call another cell phone user, try his/her landline first.
- *Don't call 411.* Use a phone directory or call the FREE 411 service on 1-800-3733-411. (from landline and cell phone)
- *Handle the device with care.* Frequent dropping and excessive exposure to direct sunlight can damage cell phones. Take care to protect them from hazards. Avoid using your phone while it is raining, the equipment is not waterproof.
- *Don't dial and drive.* Using a cell phone while driving is a violation of DC Government law and is hazardous to yourself and other drivers. Do not make or accept cellular calls while driving any vehicle. Employees are liable for tickets from MPD for any violations of the Washington D.C. Hands-Free Law.
- *Do not make International and Long Distance Calls* – these types of calls can be very expensive, therefore they are NOT allowed unless pre-approved by your Director. All charges related to personal international and Long Distance calls that were not authorized, must be reimbursed by the end user.

User agreement

Agencies must require each staff member who receives a District cell phone and landline to review the agency policy, and acknowledge in writing that compliance with the policy is a condition of using the landline and cell phone at the time the cellular device /desk phone is provided.

In addition, it is your responsibility to activate your voice mail greeting within three (3) day of receipt of your phone. (See script below).

Hello, this is (----- **Your Name** -----), (----- **Your Title** -----) with the Department on Disability Services (DDS).

I am sorry that I am not available to take your call, please leave your name and number along with a brief message and I will return your call within 24 hours or the next business day.

If you need to reach me right away, call (202) 730-1700 to reach the Department on Disability Services Receptionist.

Thanks for calling the Department on Disability Services.

I will perform random checking to ensure compliance. Not complying could result in disconnection of your cell phone service.

EFFECTIVE DATE

This policy is effective immediately and supercedes all agency policies regarding use and distribution of landlines and cell phones by the District Government.

DC Government Landline and Cell Phone User Agreement

I have read the landline and cell phone usage policies and procedures and I understand that compliance with them is a condition of landline and cell phone usage. I am aware that any violation of the policies can result in disciplinary action, and I understand that a cell phone is a business tool that belongs to the DC Government and should be treated as such.

Date: _____

Employee Name: _____

Agency: _____

Agency Director: _____

Employee Acknowledgement

Signature: _____

D C Government issued:

Cell phone number _____

Desk phone number _____